
Automatic Redial

Automatic Redial (ARDL) extends the redialing capabilities of the Ring Again and Network Ring Again features. The redialing capabilities of this feature reside at the system level. The system generates redialing attempts that allow the calling party to redial a busy public network subscriber using analog or digital trunks.

This feature is applicable when a calling party dials a public network subscriber number and receives a busy indication. Instead of attempting repeated redial efforts, the calling party can activate ARDL by pressing the Ring Again (RGA) key.

Once activated, the ARDL feature requests the Meridian 1 to automatically redial the attempted dialed number until a successful call termination is completed or until the configured number of redial attempts is reached. A successful call termination is determined when one of the following occurs: a tone detector attached to the call detects a ringback tone, an answer signal is received or an ISDN signaling trunk indicates call termination.

When a successful call termination is detected from the far end, the calling party hears the called party through the set's loudspeaker. The calling party must accept the redialed call within a specified time limit. If not, the redialed call is dropped and not redialed.

Multi-Automatic Redial permits simultaneous activation of the Automatic Redial feature on several RGA keys. This allows more than one number to be redialed in succession. Each Automatic Redial call is attempted once and then another number is attempted. Multi-ARDL numbers are dialed in order of activation.

One set of ARDL calls can be associated with one DN key. Another set of ARDL calls can be associated with a different DN key. This option facilitates the use of ARDL feature by a secretary who works for several managers. Each manager's DN could be on the secretary's set. A secretary activates the ARDL feature to call different calling groups on both DNs. After a successful call termination, the accepted call is easily accessed by the appropriate manager.

All ARDL requests are associated with the calling party's DN key. Therefore, when the called party is being redialed the calling party's DN key is busy. If the calling party is busy on another DN, the ARDL attempts are redialed on hold. When a successful call termination is completed, the Meridian 1 alerts the calling party by buzzing the set. While ARDL is activated, the calling party's set can be used for incoming/outgoing calls.

ARDL can be activated on a call that has originated from a Single Call Ringing (SCR), Single Call Non Ringing (SCN), Multiple Call Ringing (MCR), Multiple Call Non Ringing (MCN), Private Line key or Hot Line key. The ARDL request is associated with the key from which the call was made. If this key is free, the system attempts to dial the number until a successful call termination is detected and provided a free trunk is available.

Operating parameters

The Ring Again feature must be enabled to operate the ARDL feature.

This feature is only supported on Central Office (CO) and TIE trunks.

The ARDL is supported on Meridian 1 proprietary sets, excluding the M3000 and M2317 sets. It is recommended that sets be equipped with display, handsfree and loudspeaker. Analog (500/2500) type sets do not support this feature.

The ARDL feature cannot be activated on data calls.

ARDL can only redial if the Directory Number (DN) key on the calling party's set is idle. For this feature application, only a single external number can be stored against the Ring Again key.

Network Ring Again features do not interfere with the ARDL feature. ARDL is only activated after all Network Ring Again attempts have failed. When ARDL is activated, redial attempts continue with the ARDL feature.

The ARDL feature does not impact the operation of the Ring Again feature on internal calls.

The tone detector is not allocated to detect non-busy tones for off network trunks that have on-board busy tone detectors such as an Extended Flexible Central Office Trunk (XFCOT). Only a busy tone is detected. Accordingly, an Automatic Redial call is considered a successful call even though an overflow tone is sent from the far end.

With the exception of trunks that have on-board busy detectors or an end-to-end Integrated Services Digital Network (ISDN) call, a tone detector is required for all ARDL calls.

If a trunk is not equipped with answer supervision, an ARDL call is redialed once only and then the redial request is cancelled.

The busy tone detector capability is limited to the current tone detector hardware.

This feature introduces the following three timers that control the operation of ARDL:

- The Automatic Redial Acceptance Timer is the maximum allotted time that the calling party has to respond to an ARDL call;
- The Automatic Redial Retry Timer controls the time between successive ARDL retries; and
- The Tone Detector Response Timer controls the tone detector response and is defined in LD 16.

Feature interactions

Access Restrictions

Trunk Group Access Restrictions

The Access Restriction/Trunk Group Access Restrictions of an ARDL redialed call are those restrictions that were applied when the call was initiated. These initial restrictions are not changed.

Attendant Barge-In

Attendant Barge In is not allowed to a trunk that is currently used for the ARDL call redialing. This is done to avoid creating a conference when the tone detector is involved.

Attendant Break-In

Attendant Busy Verify

Attendant Break-In and Attendant Busy Verify are not permitted on a Meridian 1 proprietary set that is used for an ARDL call. These restrictions avoid creating a conference when the tone detector is involved in the call.

Attendant Blocking of Directory Number

An ARDL redialed call is blocked from the calling party if an attendant uses the Attendant Blocking of Directory Number feature on the calling party's DN.

Attendant Recall

Call Park

Call Transfer

Conference

No Hold Conference

Privacy Release

When an Automatic Redial (ARDL) call is not accepted by the calling party, the following keys are ignored if pressed: Attendant Recall (ARC), Call Park (PRK), Call Transfer (TRN), Conference (A03 or A06), No Hold Conference (NHC) and Privacy Release (PRS).

Autodial

ARDL can be activated on a dialed number using the Autodial (ADL) key.

Automatic Line Selection

Manual Line Selection, Outgoing Line Selection or Prime Line Selection is interpreted as accepting the ARDL by the calling party.

Automatic Preselection of Prime Directory Number

If a call is processed on key 0 and the calling party lifts the handset and selects the Prime Directory Number (PDN), this is interpreted as accepting a redialed call.

Automatic Set Relocation

If the calling party's set is relocated, the ARDL request is cancelled.

Call Detail Recording

The calling party's DN is charged even though a call is not accepted. This occurs because the resources are booked for ARDL attempts.

If Call Detail Recording (CDR) is configured on external calls, additional CDR records are produced. This occurs because each redial attempt produces a CDR record.

Calling Party Privacy

The calling party and called party have the same Calling Party Privacy considerations.

Digit Display

Dialed numbers are displayed when the ARDL feature is activated. The calling party can dial digits even though a busy tone indication is given.

Digits dialed while on hold are not displayed. When the calling party accepts a redialed call, the dialed numbers are displayed. If the Display (DSP) key and appropriate RGA key are pressed while a call is on hold, the number redialed is displayed.

Directory Number - Multiple Appearance

An ARDL call from a Single Call Ringing (SCR) or Single Call Non Ringing (SCN) is only redialed when all sets that have the same DN are free.

An ARDL call from a Multiple Call Ringing (MCR) or Multiple Call Non Ringing (MCN) is only redialed when the originating key is free.

Enhanced Hot Line

An ARDL call can be activated from an Enhanced Hot Line key. However, the call is only redialed when the calling party's HOT key is free.

Last Number Redial

An ARDL call can be activated on a number dialed using the Last Number Redial (LNK) key or by pressing the DN key twice. The ARDL number is saved as the last number redialed.

Line Load Control

ARDL attempts are controlled and restricted by Line Load Control.

Network Alternate Route Selection

Network Speed Call

ARDL can be activated on a Network Alternate Route Selection DN or Network Speed Call.

New Flexible Code Restriction

ARDL calls must pass New Flexible Code Restriction (NFCR) checks. If the redialed number is restricted, the ARDL request is cancelled.

Override

An ARDL call cannot be overridden. This is done to avoid creating a conference when a tone detector is involved.

Pretranslation

ARDL can be activated on a number that has passed the Pretranslation process. However, on an ARDL call the Pretranslation process is not used.

Privacy

If the ARDL call is redialed on a number that is shared with any single line telephone, the ARDL call is accepted when the single line telephone goes off-hook.

Privacy Override

When the Privacy Override feature is activated on the MADN key and the one set activates ARDL, this call can be accepted by other sets.

Private Line Service

ARDL call can be activated on a Private Line Service key. The call can only be redialed when the calling party's PVR or PVN key is free.

Speed Call**System Speed Call****Stored Number Redial**

The Automatic Redial (ARDL) feature can be activated on a call using Speed Call (SCL), System Speed Call (SSU/SSC) or Stored Number Redial (RDL) keys.

Speed Call on Private Lines

The ARDL feature is activated on a number dialed using the Private Line (PVR/PVN) key and then making a speed call by pressing the Speed Call (SCL) key.

Feature packaging

Automatic Redial (ARDL) requires the following packages:

- Automatic Redial (ARDL) package 304;
- Ring Again (RGA) package 1; and
- Tone Detector (TDET) package 65.

Note: Outpulsing of Asterisk and Octothorpe (OPAO) package 104 and Automatic Redial (ARDL) package 304 are mutually exclusive. The ARDL package is turned off automatically if both packages are equipped.

Feature implementation

LD 13 – Define Tone Detector Units.

Prompt	Response	Description
REQ	NEW	Add.
TYPE	TDET	Tone Detector data block.
TN	I s c u c u	Terminal Number. For Option 11C.

LD 15 – Define Automatic Redial.

Prompt	Response	Description
REQ:	CHG	Change.
TYPE:	FTR	Change features and options.
CUST	xx	Customer number.
...		
-ARDL_ATTEMPT	1-(30)-60	Number of Automatic Redial attempts.
REQ:	CHG	Change.
TYPE:	TIM	Change Timers.
CUST	xx	Customer number.
...		
- ARDL_ACCEPT	0-(20)-60	Automatic Redial Acceptance Timer in seconds. Odd number entries are rounded up to the next even number and echoed back with a message.
- ARDL_RETRY	10-(30)-60	Automatic Redial Retry Timer in seconds. Odd number entries are rounded up to the next even number and echoed back with a message.

LD 16 – Define Automatic Redial Tone Detector Response Timer.

Prompt	Response	Description
REQ	NEW, CHG	Add, or Change.
TYPE	RDB	Route Data Block.
CUST	xx	Customer number.
ROUT	0-511	Route number.
...		
CNTL	YES	Changes to controls or timers.
TIMR	RTD 0-(12)-60	Tone Detector Response Timer in seconds. Odd number entries are rounded up to the next even number.

LD 87– Define Automatic Redial Network Route Selection.

Prompt	Response	Description
REQ	NEW, CHG	Add, or Change.
CUST	xx	Customer number.
FEAT	NCTL	Network Control Feature.
...		
NCOS	(0) - 99	Network Class of Service group number.
- ARDL	(A), I	A = Automatic Redial network route selection allowed from all route sets (initial and extended). I = Automatic Redial network route selection allowed from initial set of routes only.

LD 11 – Assign Automatic Redial Class of Service and Key.

Prompt	Response	Description
REQ:	NEW, CHG	Add, or Change.
TYPE:	xxxx	Telephone type, where: xxxx = SL1, 2006, 2008, 2016, 2216, or 2616.
...		
CLS	RDLA	Automatic Redial allowed (default). RDLD = Automatic Redial denied.
KEY	xx RGA	Ring Again key assignment.
KEY	xx RGA	Ring Again key assignment for Multi-Automatic Redial capability.

Feature operation

Enabling Automatic Redial

- 1 Press an idle DN key, handsfree key or go off-hook. Dial desired public network number. The DN lamp is lit.
- 2 The calling party hears busy, overflow, ringback tone, etc.
- 3 Press the Ring Again (RGA) key.
 - For a non-ISDN call, the RGA key lamps lights, the tone stops and the DN lamp goes dark.
 - For ISDN call, the RGA key lamps initially flashes while the system attempts to activate the Network Ring Again features. If these features cannot be activated, the RGA lamp is steadily lit and the ARDL feature is activated.

Automatic Redialing - External Number

After ARDL is activated the following possibilities can occur:

- 1 The call is answered by the called party and accepted by the calling party. In this case, both parties are connected.
- 2 The call is answered by the called party, but the calling party does not accept the call within the predefined time limit. The call is dropped and not redialed again.
- 3 The called party's number is occupied. The call is dropped and redialed later according to the timer configuration.
- 4 The call is blocked for some reason such as trunks or network congestion. The call is dropped and redialed later according to the timer configuration.

If the calling party presses another DN key while ARDL is activated, the ARDL attempt continues redialed on hold. If the Release (RLS) key is pressed when an ARDL call is attempted and is the active call, the redial attempt is dropped and redialed later after the predefined allotted time.

Automatic Redial - Originating Telephone is Idle on Another Number

- 1 The calling party's DN is idle.
- 2 The RGA key lamp winks. The DN lamp is lit and the called number appears on the set's display. A connection is made to the loudspeaker of calling party's set.
- 3 One of the following occurs:
 - If the called party's number is busy, the call is dropped when a busy tone is detected. The DN goes dark, the RGA lamp is steadily lit and the loudspeaker is deactivated.
 - Otherwise, the calling party hears ringback or answer through the loudspeaker.
- 4 If the calling party accepts the call by going off-hook, pressing DN key or pressing the handsfree, both parties are connected and the RGA lamp goes dark.

- 5 If the calling party does not accept the call within the predefined time limit, the DN key goes dark and one of the following occurs:
- If the called party answers the call the following occurs: the RGA key goes dark, the redial call is disconnected and the ARDL request is cancelled. The display returns to an idle state.
 - If the called party does not answer the call, the following occurs: the call disconnected and the RGA lamp is steadily lit. The ARDL request is not cancelled and is ready for another redial attempt. The display returns to an idle state.

Accepting an Automatic Redial Call

To accept an ARDL call, the calling party performs one of the following:

- 1 If the ARDL call is the active call on the set, then the calling party must lift handset, press handsfree or press the key on which the ARDL call is active; or
- 2 If the ARDL call is dialed on hold the calling party must press the associated DN key.

Cancelling Automatic Redial

Automatic Recall is canceled in the following cases:

- The calling party presses the lit or winking RGA key (the cancellation request can be activated between ARDL attempts or during a redial attempt);
- The calling party accepts the ARDL call;
- The ARDL call is redialed the predefined number of call retries; or
- The calling party does not accept a successful ARDL call within the predefined time limit.

At cancellation of the ARDL request, the RGA key lamp goes dark.